

# Cisco Digital Set-Top Model 3410DVB



# Notice for Installers

The servicing instructions in this notice are for use by qualified service personnel only. To reduce the risk of electric shock, do not perform any servicing other than that contained in the operating instructions, unless you are qualified to do so.

## Note to System Installer

For this apparatus, the coaxial cable shield/screen shall be grounded as close as practical to the point of entry of the cable into the building. For products sold in the US and Canada, this reminder is provided to call the system installer's attention to Article 820-93 and Article 820-100 of the NEC (or Canadian Electrical Code Part 1), which provides guidelines for proper grounding of the coaxial cable shield.



This symbol is intended to alert you that uninsulated voltage within this product may have sufficient magnitude to cause electric shock. Therefore, it is dangerous to make any kind of contact with any inside part of this product.

Ce symbole a pour but d'alerter toute personne qu'un contact avec une pièce interne de ce produit, sous tension et non isolée, pourrait être suffisant pour provoquer un choc électrique. Il est donc dangereux d'être en contact avec toute pièce interne de ce produit.



**CAUTION:** To reduce the risk of electric shock, do not remove cover (or back). No user-serviceable parts inside. Refer servicing to qualified service personnel.

**WARNING**  
**TO PREVENT FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE.**



This symbol is intended to alert you of the presence of important operating and maintenance (servicing) instructions in the literature accompanying this product.


Ce symbole a pour but de vous avertir qu'une documentation importante sur le fonctionnement et l'entretien accompagne ce produit.

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# IMPORTANT SAFETY INSTRUCTIONS

- 1) Read these instructions.
- 2) Keep these instructions.
- 3) Heed all warnings.
- 4) Follow all instructions.
- 5) Do not use this apparatus near water.
- 6) Clean only with dry cloth.
- 7) Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8) Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 9) Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10) Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- 11) Only use attachments/accessories specified by the manufacturer.
- 12)  Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
- 13) Unplug this apparatus during lightning storms or when unused for long periods of time.
- 14) Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as a power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

## Power Source Warning

A label on this product indicates the correct power source for this product. Operate this product only from an electrical outlet with the voltage and frequency indicated on the product label. If you are uncertain of the type of power supply to your home or business, consult your service provider or your local power company.

The AC inlet on the unit must remain accessible and operable at all times.

## Ground the Product



**WARNING:** Avoid electric shock and fire hazard! If this product connects to coaxial cable wiring, be sure the cable system is grounded (earthed). Grounding provides some protection against voltage surges and built-up static charges.



**WARNING:** Avoid electric shock and fire hazard! Do not locate an outside antenna system in the vicinity of overhead power lines or power circuits. Touching power lines or circuits might be fatal.

This product may contain a tuner capable of receiving off-the-air broadcasts.

## Protect the Product from Lightning

In addition to disconnecting the AC power from the wall outlet, disconnect the signal inputs.

## Verify the Power Source from the On/Off Power Light

When the on/off power light is not illuminated, the apparatus may still be connected to the power source. The light may go out when the apparatus is turned off, regardless of whether it is still plugged into an AC power source.

**Note:** Where the mains plug or an appliance coupler is used to disconnect the device, the disconnect device shall remain readily operable.

## Eliminate AC Mains Overloads



**WARNING:** Avoid electric shock and fire hazard! Do not overload AC mains, outlets, extension cords, or integral convenience receptacles. For products that require battery power or other power sources to operate them, refer to the operating instructions for those products.

# IMPORTANT SAFETY INSTRUCTIONS, continued

## Handling Disposable Batteries

This product may contain disposable batteries. Heed the following warning and follow the Battery Safety and Battery Disposal instructions below.



**WARNING:** There is danger of explosion if the battery is mishandled or incorrectly replaced. Replace only with the same type of battery. Do not disassemble it or attempt to recharge it outside the system. Do not crush, puncture, dispose of in fire, short the external contacts, or expose to water or other liquids. Dispose of the battery in accordance with local regulations and instructions from your service provider.

### Battery Safety

- Insert batteries correctly. There may be a risk of explosion if the batteries are incorrectly inserted.
- Do not attempt to recharge 'disposable' or 'non-reusable' batteries.
- Please follow instructions provided for charging 'rechargeable' batteries.
- Replace batteries with the same or equivalent type that we recommend.
- Do not expose batteries to temperatures above 100°C (212°F).
- Do not expose batteries to excessive heat (such as sunlight or fire).

### Battery Disposal

- The batteries may contain substances that could be harmful to the environment.
- Recycle or dispose of batteries in accordance with the battery manufacturer's instructions and local/national disposal and recycling regulations.



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- The batteries may contain perchlorate, a known hazardous substance, so special handling and disposal of this product might be necessary. For more information about perchlorate and best management practices for perchlorate-containing substance, see [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate)

## Provide Ventilation and Select a Location

- Remove all packaging material before applying power to the product.
- Do not place this apparatus on a bed, sofa, rug, or similar surface.
- Do not place this apparatus on an unstable surface.
- Do not install this apparatus in an enclosure, such as a bookcase or rack, unless the installation provides proper ventilation.
- Do not place entertainment devices (such as VCRs or DVDs), lamps, books, vases with liquids, or other objects on top of this product.
- Do not block ventilation openings.

## Operating Environment

The set-top is designed for operation indoors with a temperature range from 32° to 104° F (0° to 40°C). Each set-top should have adequate spacing on all sides so that the cooling air vents on the chassis are not blocked.

## Protect from Exposure to Moisture and Foreign Objects



**WARNING:** Avoid electric shock and fire hazard! Do not expose this product to dripping or splashing liquids, rain, or moisture. Objects filled with liquids, such as vases, should not be placed on this apparatus.



**WARNING:** Avoid electric shock and fire hazard! Do not use this product before cleaning. Do not use a liquid cleaner or an aerosol cleaner. Do not use a magnetic/static cleaning device (dust remover) to clean this product.



**WARNING:** Avoid electric shock and fire hazard! Never push objects through the openings in this product. Foreign objects can cause electrical shorts that can result in electric shock or fire.

## Service Warnings



**WARNING:** Avoid electric shock! Do not open the cover of this product. Opening or removing the cover may expose you to dangerous voltages. If you open the cover, your warranty will be void. This product contains no user-serviceable parts.

## Check Product Safety

Upon completion of any service or repairs to this product, the service technician must perform safety checks to determine that this product is in proper operating condition.

## Protect the Product When Moving It

Always disconnect the power source when moving the apparatus or connecting or disconnecting cables.

20110223\_Cable\_Safety

# Welcome

Enjoy crystal clear pictures and CD quality sound with your Cisco® 3410DVB Set-Top. Best of all, you can watch what you want to watch when you want to watch it at the press of a button. It's all described in this user guide. Go through it right away to learn about each feature and to help you enjoy your experience to the fullest.

## Safety First

Before using the set-top, read the Important Safety Instructions section of this guide.

## Serial Number and MAC Address

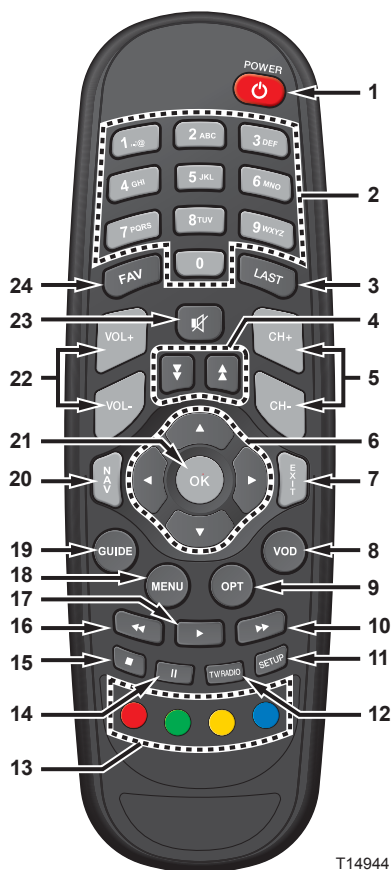
Your service provider may ask for the serial number or the MAC address of the set-top if your system requires troubleshooting in the future.

Look for the serial number and the MAC address on the bottom of the set-top.

Write the serial number here: \_\_\_\_\_

Write the MAC address here: \_\_\_\_\_

# About the Remote Control

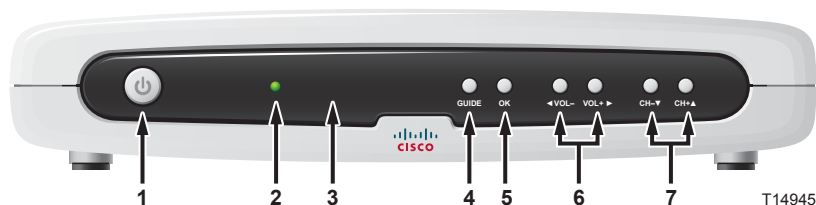


T14944

1. Power On and Off
2. Access specific channels
3. Access last channel viewed
4. Scroll through menu pages
5. Scroll through channels
6. Scroll through menu items
7. Exit menus
8. Access video-on-demand (VOD) window\*
9. Access audio/video options
10. Fast-forward VOD program\*
11. Access Setup Wizard
12. Toggle between TV and Radio modes
13. Access color-coded screen options
14. Pause VOD program\*
15. Stop VOD program\*
16. Rewind VOD program\*
17. Play VOD program\*
18. Access menus
19. Access Electronic Program Guide (EPG)
20. Access Navigator Bar
21. Select menu item
22. Adjust volume
23. Mute volume
24. Access Favorites List

\* If VOD services are authorized by your service provider

# Front Panel

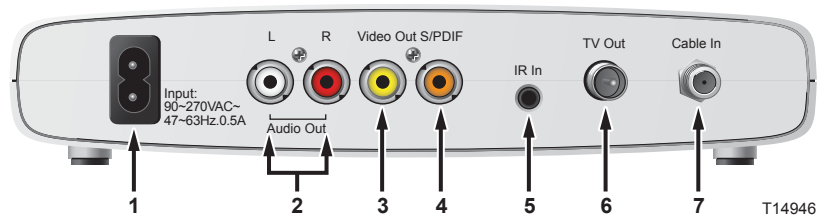


T14945

- |   |                   |  |
|---|-------------------|--|
| 1 | <b>Power</b>      | Turns the set-top on and off   |
| 2 | <b>LED</b>        | Illuminates green when the set-top is on. Illuminates red when the set-top is in standby mode. Flashes green to indicate IR activity |
| 3 | <b>IR Sensor</b>  | Receives the infrared signal from the remote control. The sensor is behind the front panel   |
| 4 | <b>Guide</b>      | Accesses the Electronic Program Guide (EPG)  |
| 5 | <b>OK</b>         | Exits menus  |
| 6 | <b>Vol-, Vol+</b> | Adjusts volume   |
| 7 | <b>CH-, CH+</b>   | Scrolls through channels   |

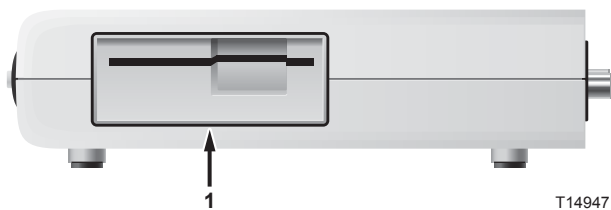


# Back Panel



- |          |                      |   |
|----------|----------------------|---|
| <b>1</b> | <b>Power</b>         | Connects to power cord  |
| <b>2</b> | <b>Audio Out L/R</b> | Connects to left/right audio inputs of TV   |
| <b>3</b> | <b>Video Out</b>     | Connects to composite video input of TV   |
| <b>4</b> | <b>S/PDIF</b>        | Connects to S/PDIF (digital audio) input of TV                                    |
| <b>5</b> | <b>IR In</b>         | Connects IR extension cable   |
| <b>6</b> | <b>TV Out</b>        | Connects to RF input of TV  |
| <b>7</b> | <b>Cable In</b>      | Connects to the coaxial cable that delivers the signal from your service provider |

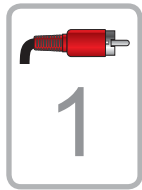
# Side Panel



- |          |                          |   |
|----------|--------------------------|---|
| <b>1</b> | <b>Smart Card Reader</b> | Used for renewable security (reserved for future use) |
|----------|--------------------------|---|

# Connecting the Set-Top

To connect your set-top to your entertainment devices, complete these steps.



Connect your TV to the set-top. (See connection diagram.)



Plug the set-top and the TV into a power source that is not controlled by a wall switch.



Do not turn on the set-top or TV yet.



Wait for the green LED to illuminate. It may take several minutes for the set-top to receive the latest software, programming, and service information.



Press **POWER** on the remote control.



The first time you turn on the set-top, the Setup Wizard will start. Read and follow the directions on the screen to get your set-top ready for use.

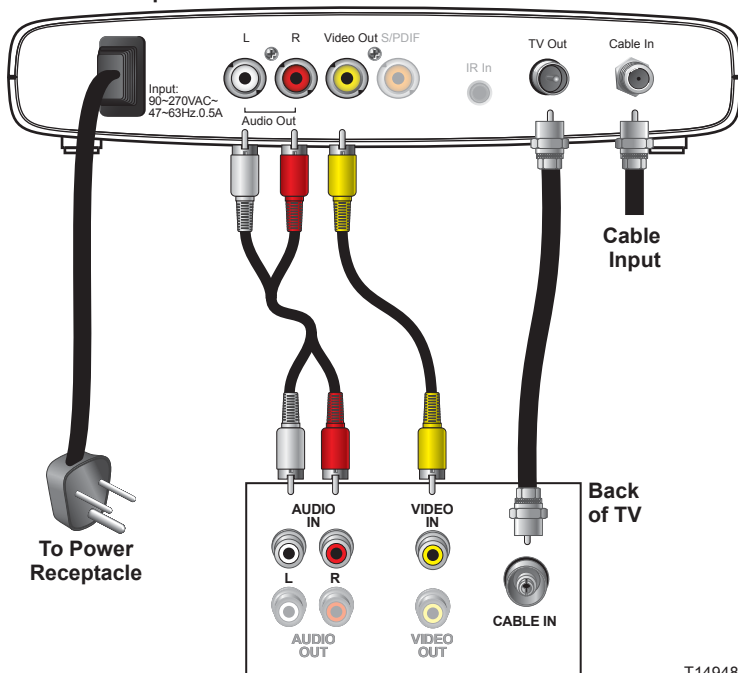
# Connecting to a TV



## WARNING:

Electric shock hazard! Unplug all electronic devices before connecting or disconnecting any device cables to the set-top.

### Back of Set-Top



T14948

# Watch TV

When you turn on the set-top, you will see a screen with the service provider logo until the set-top has downloaded the latest programming information.

## Setup Wizard

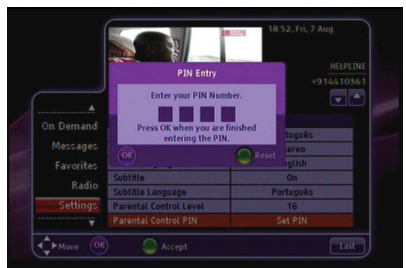
The first time you turn on the set-top, the Setup Wizard window opens. In the Setup Wizard, you can select the language, screen settings, and video resolution for your set-top. Follow the instructions on each screen.

If you want to change any of the settings at a later time, you can access the Setup Wizard by choosing Revert to Factory Settings within the Settings option on the Main Menu. Reverting to factory settings erases all of your setup choices, and the Setup Wizard opens again.

## Set Parental Control PIN

To set the Parental Control PIN, press the **Menu** key on the remote control. Scroll down to Settings and press the **OK** key. Then scroll down to Parental Control PIN and press the **OK** key.

The first time you select this option, you must enter the Default PIN number (**4321**). The next time you access this option, you can enter a new PIN number that is more meaningful to you. Remember the PIN you choose because you will use it to block and unblock TV programs or channels for viewing. Press the number keys on the remote control to enter your PIN number, and then press the **OK** key on the remote control.



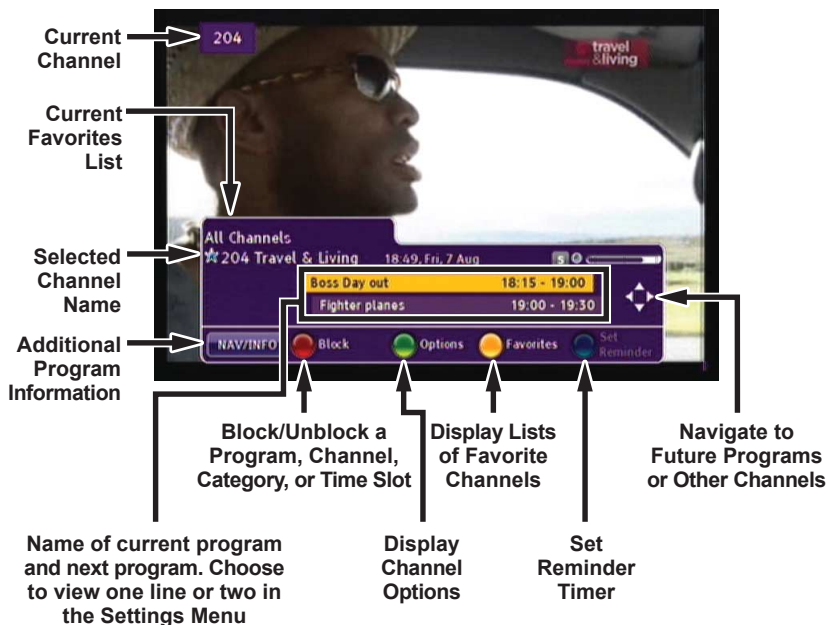
# Revert to Factory Settings

All of your setup choices will be erased if you choose the Revert to Factory Settings option.

## Navigator Bar

The Navigator Bar displays information about current and future programs.

To access the Navigator Bar, press the **NAV** key on the remote control.



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## Color-Coded Options

The selection options at the bottom of the Navigator Bar (and on several other screens) are color-coded to match these four keys on your remote control. To access your selection, press the color-coded key on the remote control.



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## View Blocked Channels

The Channel Blocked window opens when you tune to a program that is blocked by Parental Control Rating. To unblock the program, press the **Red** key on the remote control, and then enter your four-digit Parental Control PIN in the PIN Entry window.

## Set Blocking Options

From the Navigator Bar, press the **Red** key to show the option to block. The following options are available:

- Press the **Red** key to block the selected program
- Press the **Green** key to block one or a list of channels
- Press the **Yellow** key to block one or a list of categories
- Press the **Blue** key to block a time slot

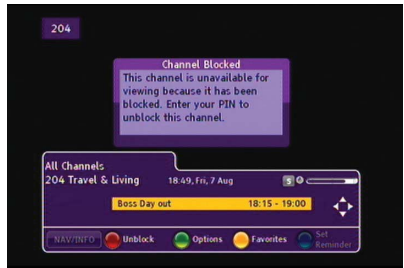
When tuned to a blocked channel, press the **Red** key and enter your PIN to unblock the program.

## Program Information

To access program information, press the **NAV** key on the remote control. The Info window displays detailed information about the current program. Press the arrow keys to scroll to information about the other programs.

## Options

To access the Options window, press the color-coded key on the remote control. The Options window displays audio and video settings that you can select for the current channel.



# Electronic Program Guide

The Electronic Program Guide (EPG) displays channel program schedules for the current and future days.

Use the arrow keys and the **OK** key on the remote control to scroll through the guide and select the program you want to view. Use the color-coded keys on the remote control to switch to a different Favorites list, see program schedules for the previous or next day, or set or remove reminder timers.

## Favorites List

To view a different Favorites list in the EPG, press **EPG** and then press the **Red** key to choose a new Favorites list. The red box at the top of the grid shows the current Favorites list.

Use the left and right arrow keys to select a different Favorites list, and then press **OK**.

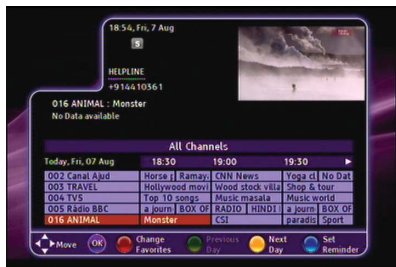
## Program Reminders

You can set a timer to remind you that a specific program is about to begin. You can set or remove reminders from the EPG or Nav Banner by pressing the **Blue** key on the remote control.

When it is time for the event to start, a message appears on the screen 30 seconds before the start of the event.

You have the option to tune to the channel or to cancel the timer.

Press **OK** to tune to the channel the reminder was set for.



# Main Menu

The Main Menu offers a variety of interactive services and favorite channels shown below. To access the Main Menu, press **MENU** on the remote control.

**Guide:** Displays the Program Guide with all available channels and scheduled programs.

**TV:** Programs are sorted by categories, as determined by your service provider.

**On Demand:** Displays Games, Services, PPV, and Video On Demand (if offered by your service provider).

**Messages:** View messages and check what important announcements your service provider has for you.

**Favorites:** View and navigate through your lists of Favorites, making your experience more efficient and faster. This option also allows you to create your own lists.

**Radio:** Displays a list of audio channels.

**Settings:** Change various settings, such as languages, parental control options, and navigator type. Also allows you to revert to the factory settings for your set-top.

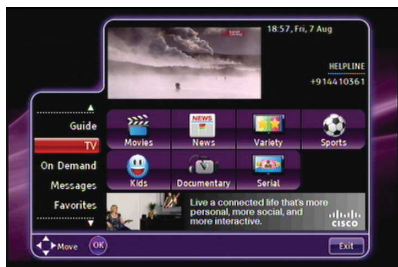
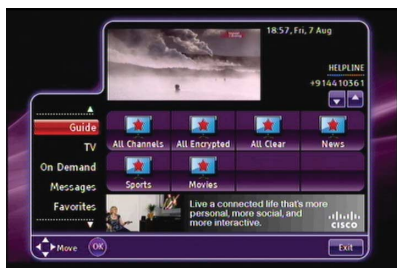
**Mosaic:** Displays the list of Mosaic channels (if offered by your service provider).

After you select an option, you can press **Last** to return to the Main Menu. Press **Exit** to leave the Main Menu.

## TV Categories

When you select TV in the Main Menu, you can choose the category of program that you want to watch.

Select the desired category and press **OK** on the remote control to see channels in the selected category. You can still watch the selected channel on the video window inside the Categories screen.





## Setting Up Favorites Lists

To set up or change a Favorites list in the Main Menu, use the arrow keys to scroll to Favorites and click **OK**. Any Favorites list that you create is marked with a blue star. These are the only lists you can change.

Press the **Yellow** key to create a list. Use the arrow keys to enter a name for the list. Use the up and down arrows to change characters, and use the right arrow key to add new characters. Press **OK** when you finish entering the name.

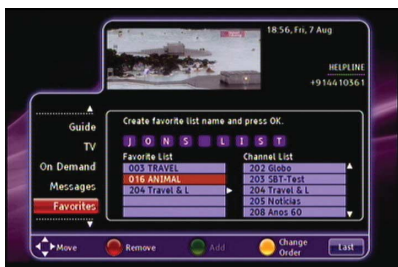
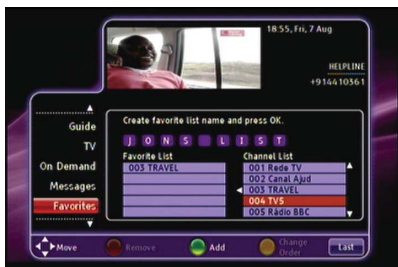
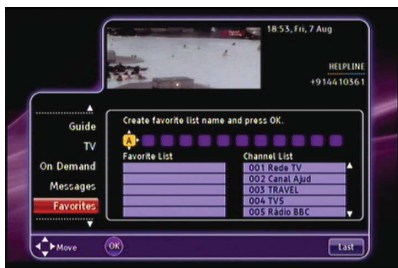
The list of available channels appears on the right-hand side of the screen. Use the up and down arrows to select the channels you want to add, and press the **Green** key to add them to the list of favorite channels on the left.

To delete channels from this list, press the left arrow key to highlight the contents of the list. Select the channel you want to delete, and press the **Red** key to delete it.

When you finish, press **OK** to save the list, or press **Last** to cancel.

## On Demand

From the main menu, you can access On Demand services such as Games, Services (News, Weather, Horoscopes, etc.), PPV, and Video On Demand (VOD), if your Service Provider offers them.



## Pay-Per-View Events

To access Pay-Per-View (PPV) events, press **MENU** on your remote, scroll to **On Demand** and press **OK**. Then navigate to the PPV icon and press **OK**.

A description of an event can be viewed by highlighting the event title and pressing **OK**. The event schedule can be viewed by pressing the **Green** key for View schedule and buy.

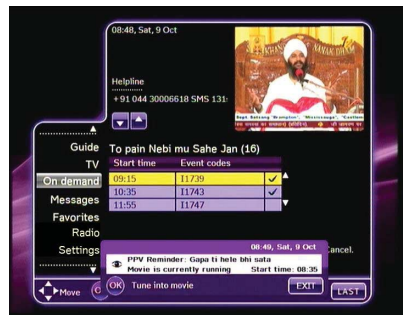
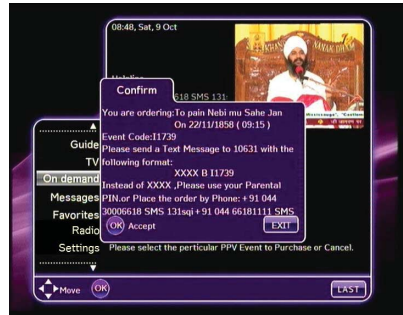
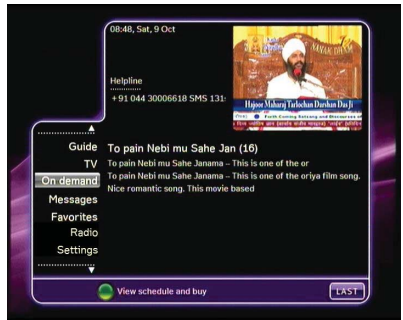
To purchase an event, highlight the event start time and press **OK**.

When the confirmation window appears, follow the instructions onscreen for sending in the purchase information. Then complete the transaction by pressing **OK**.

To cancel your order, press **EXIT**.

One minute prior to the start of the event, a reminder message will appear onscreen. You can tune to the channel by pressing **OK** or cancel the timer by pressing **EXIT**.

For more information on ordering PPV events, contact your service provider.



## Ordering VOD Services

You can order Video-On-Demand services from the VOD application.

To load the VOD application:

1. Navigate to, and highlight, the VOD icon.
2. Press the **OK** key on the remote control to load the VOD application.

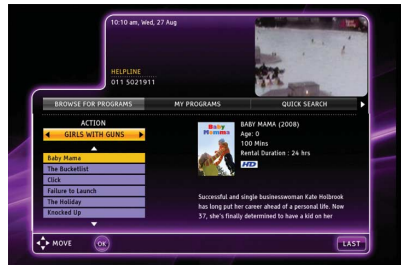
**Note:** You may see a “Please Wait” message while the application is loading.

After the application loads, you can browse programs to preview or purchase, review selections you have already purchased, search for programs to view, and modify various VOD settings such as applying parental control levels to VOD programs.

To purchase and view a VOD program:

1. Select a category under Browse For Programs by highlighting the category and pressing the **OK** key on the remote control.
2. Select the program by highlighting it and pressing the **OK** key on the remote control.
3. Use the color-coded keys on the remote control to purchase or preview the program.  
To purchase the program, you will need to enter your VOD PIN.
4. Use the **Play**, **Rewind**, **Fast-Forward**, **Pause**, and **Stop** keys on the remote control while viewing the program.

**Note:** You will be able to view the program for the duration of the rental period. After viewing the program, you can review active VOD programs in your rental library by accessing the **My Rentals** section of the VOD application.



## Mosaic

To access Mosaic, press **MENU** on your remote, scroll to the Mosaic option and press **OK**. Then navigate to the appropriate Mosaic service category and press **OK**.

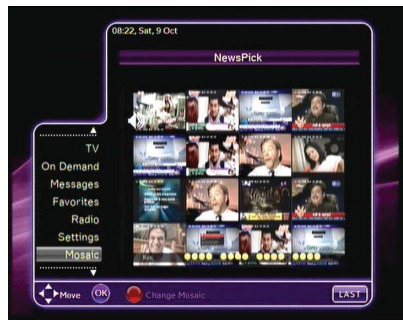
Mosaic will display a grid of channel images for you to choose from.

**Note:** An audio icon appears on the cell that is currently active.

To view the service categories again, press the **Red** key for Change Mosaic.

To activate a channel, navigate to the cell for the channel you want to watch and press **OK**.

To return to live TV, press **EXIT**.



# Troubleshooting

If the set-top does not perform as expected, the following tips may help.  
If you need further assistance, contact your service provider.

## No Picture

- Plug the TV and set-top into an electrical outlet that is not controlled by a wall switch.
- Verify that all cables are properly connected.
- Verify that the Power to the TV is turned on.
- Verify that the TV is set to the proper input channel.

## No Color

- Verify that the current TV program is broadcast in color.
- Adjust the TV color controls.
- Verify that all audio and coaxial cables are properly connected.

## No Sound

- Verify that the TV and set-top are properly connected to an electrical outlet.
- Verify that all cables are properly connected.
- Verify that the TV is set to the proper input channel.
- Verify that the volume is turned on.

## Disclaimer

Cisco Systems, Inc. assumes no responsibility for errors or omissions that may appear in this guide. We reserve the right to change this guide at any time without notice.

## Open Source GNU GPL Statement

Cisco 3410DVB set-top contain(s), in part, certain free/open source software ("Free Software") under licenses which generally make the source code available for free copy, modification, and redistribution. Examples of such licenses include all the licenses sponsored by the Free Software Foundation (e.g. GNU General Public License (GPL), GNU Lesser General Public License (LGPL), Berkeley Software Distribution (BSD), the MIT licenses and different versions of the Mozilla and Apache licenses). To find additional information regarding the Free Software, including a copy of the applicable license and related information, please go to: (i) for North America [http://www.cisco.com/web/consumer/support/open\\_source.html](http://www.cisco.com/web/consumer/support/open_source.html), or (ii) for outside North America [http://www.cisco.com/web/consumer/support/open\\_source.html#-international](http://www.cisco.com/web/consumer/support/open_source.html#-international). Once at the site, search for the product listing and click on the related items identified. If you have any questions or problems accessing any of the links, please contact: [spvtg-external-opensource-requests@cisco.com](mailto:spvtg-external-opensource-requests@cisco.com).



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